



User Guide for Scheduling Inspections on Citizen Access Portal

1. Go to www.indy.gov/dce/research and log in with your User ID and password. If you do not have a User ID and password, you will first need to create an account.

The screenshot shows the Indianapolis Citizen Access Portal. At the top is the Indianapolis logo. Below it is a navigation bar with links: Home, Permits and Contractors, Enforcement, Planning / Historic Preservation, and a 'more' dropdown. A welcome message reads: 'Welcome to the City of Indianapolis/Marion County Permit, Land Use Petition & Enforcement Case Citizen Portal'. It states that citizens, businesses, and visitors now have continuous online access to city government services. A login box on the right is highlighted with a red border. It contains fields for 'User Name or E-mail:' and 'Password:', a 'Login »' button, and a checkbox for 'Remember me on this computer'.

2. Click on “Schedule an Inspection” under Permits and Contractors.

The screenshot shows the Indianapolis Citizen Access Portal after a successful login. The user is logged in as 'Carol Horne'. The navigation bar is the same, but now includes a 'Logged in as' section. A 'Cart (0)' box indicates the cart is empty. The main content area has a 'Welcome Carol Horne' message. Below this are sections for 'REPORTS' and 'SEARCHES'. A 'Helpful information' section is also present. A grid of links is shown, with 'Schedule an Inspection' under 'Permits and Contractors' highlighted with a red border. Other links include 'Create an Application', 'Search Cases', 'Enforcement', 'Planning / Historic Preservation', 'Health Department', 'Business Licenses', 'Create a Landlord Registration', and 'Search Cases'.



3. Scroll down and enter your permit number in the "Case Number" field. Then click "Search".

General Search

General Search

☐ Search my permits only

Case Number:
ELE15-00698

Case Type:
--Select--

Project Name:

Start Date:
04/05/1995

End Date:
07/09/2015

License Type:
--Select--

License Number:

First:

Last:

Name of Business:

Street No.:
From To

Direction:
--Select--

Street Name:

Street Type:
--Select--

Unit Type:
--Select--

Unit No.:

Parcel No.:

Business License #:

Country:
--Select--

Search

Clear

4. Scroll down and click on "Schedule/Request an Inspection or Submit a Completion Card". Please note: If you are not logged in or if your User ID is not associated with your contractor license information, you will not see the link to schedule inspections. Please email contractors@indy.gov if you have issues or questions.

▼ Inspections/Completion Cards & Permit Extensions

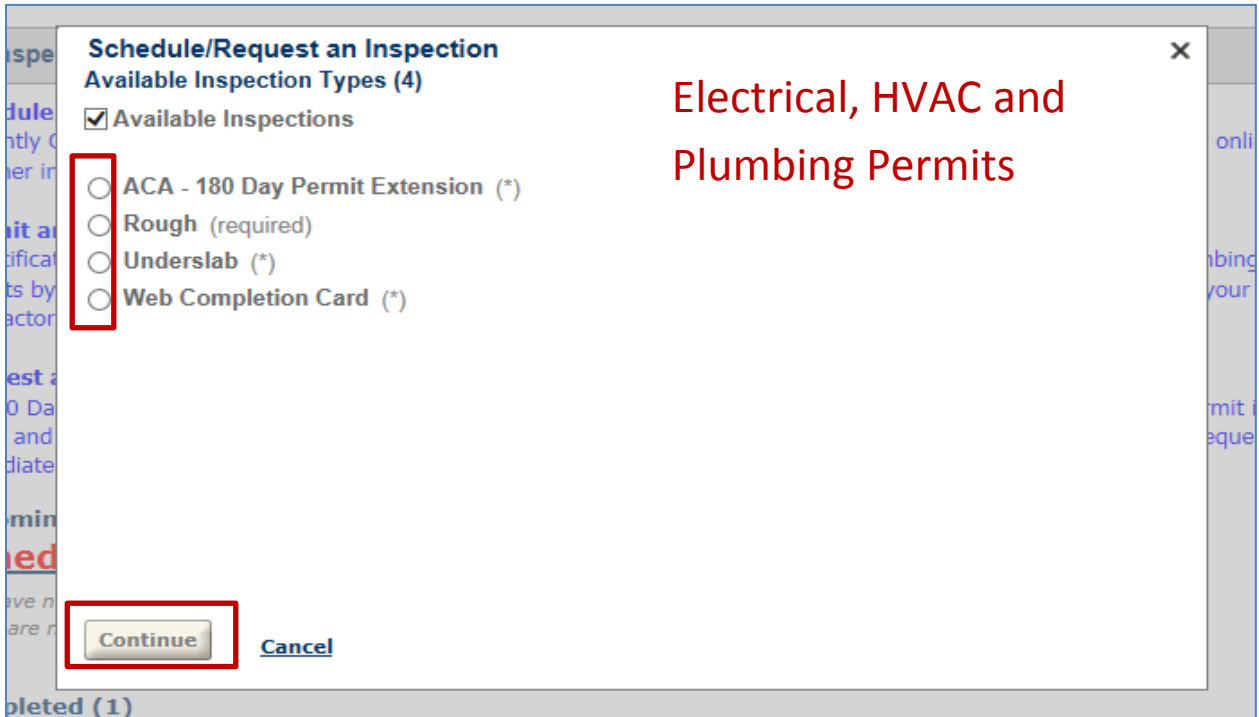
Schedule or Cancel an Inspection
Currently Contractors with a User ID and password for this Citizen Portal may schedule inspections on Electrical Permits online. All other inspections can be scheduled by calling the City's IVR at 317-327-5525.

Submit an Electronic Certificate of Completion & Compliance
A Certificate of Completion and Compliance may be submitted online for Structural, Electrical, Heating & Cooling & Plumbing permits by the Licensed Professional associated with a permit. You must have a user ID and Password associated with your Contractor License in order to submit this certificate electronically.

Request an Extension
An 180 Day permit extension can be requested on all Craft Permits by requesting an ACA - 180 Day Extension if the permit is active and the contractor's license is valid. The permit applicant will receive an email as to the status of the extension request immediately after submittal.

Upcoming
Schedule/Request an Inspection or Submit a Completion Card
*You have not added any inspections.
There are no upcoming inspections on this record.*

5. Choose the type of inspection you want to schedule for your permit. Available inspection types vary by permit type. For structural permits, you may choose “ACA – Completion Card – No Work Completed” if you did not complete any work and would like to close the permit. You may also apply for a permit extension on this page by choosing “ACA – 180 Day Permit Extension”. After you have chosen an inspection type, click “Continue” to proceed.



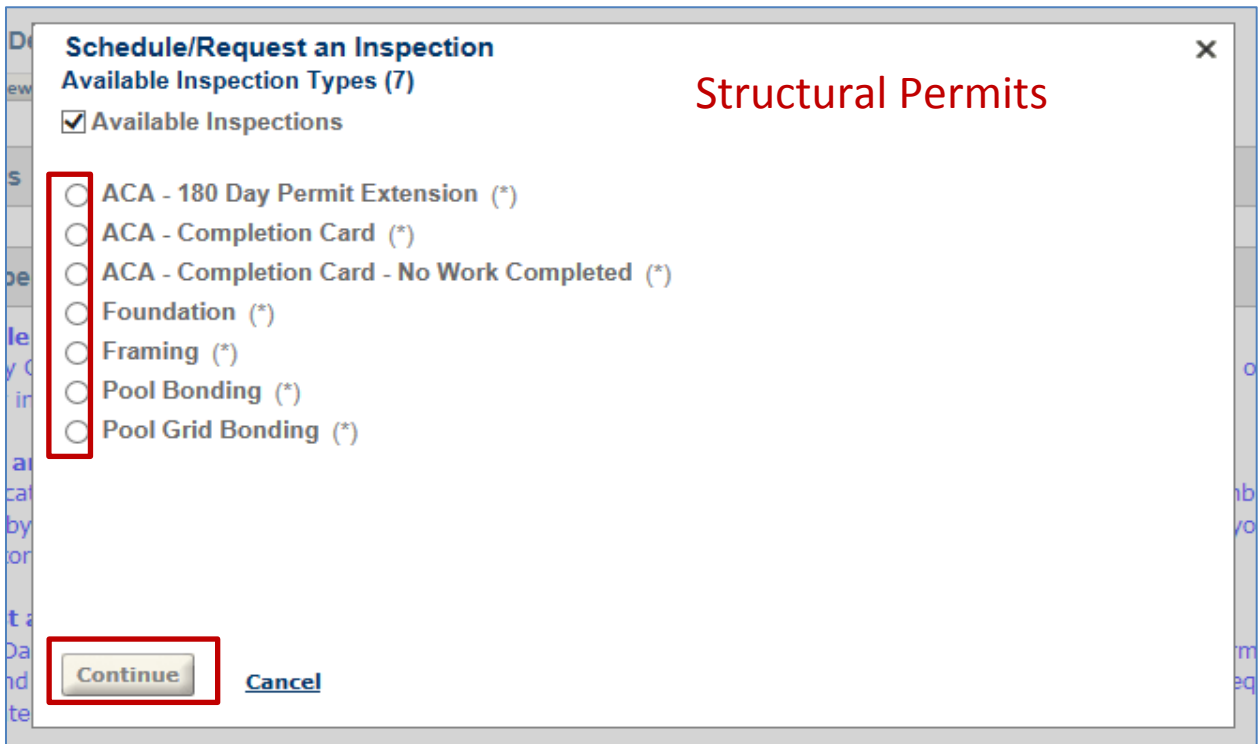
Schedule/Request an Inspection
Available Inspection Types (4)

☒ Available Inspections

- ☐ ACA - 180 Day Permit Extension (*)
- ☐ Rough (required)
- ☐ Underslab (*)
- ☐ Web Completion Card (*)

Continue [Cancel](#)

Electrical, HVAC and Plumbing Permits



Schedule/Request an Inspection
Available Inspection Types (7)

☒ Available Inspections

- ☐ ACA - 180 Day Permit Extension (*)
- ☐ ACA - Completion Card (*)
- ☐ ACA - Completion Card - No Work Completed (*)
- ☐ Foundation (*)
- ☐ Framing (*)
- ☐ Pool Bonding (*)
- ☐ Pool Grid Bonding (*)

Continue [Cancel](#)

Structural Permits

6. Verify whether the location and contact person for the selected inspection are correct. If you need to provide additional contact information, you may do so on the next step. Click “Continue” to proceed.



INDIANAPOLIS IN 462041012

Schedule/Request an Inspection

Inspection type: Rough

Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

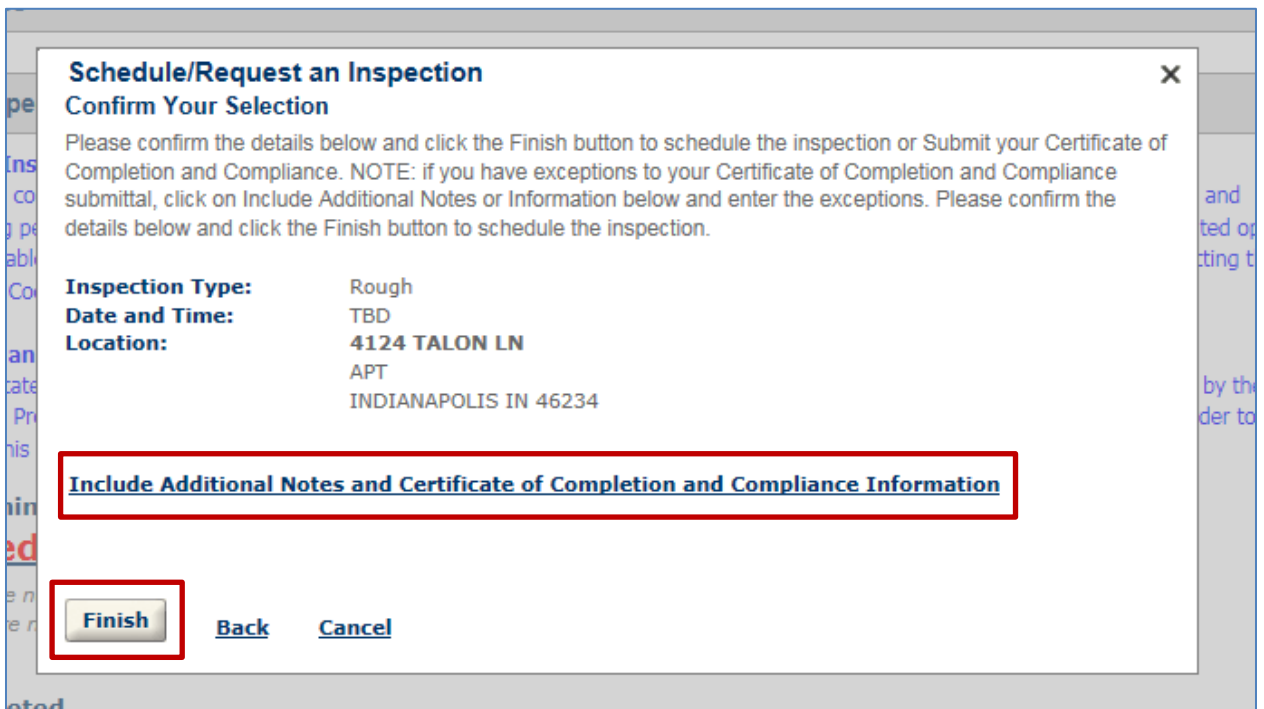
Location
4124 TALON LN
APT
INDIANAPOLIS IN 46234

Continue [Back](#) [Cancel](#)

and
ted
ed by

by the
d Professional associated with a permit. You must have a user ID and Password associated with your Contractor License in order to
this certificate electronically.

7. At this point, you may click on “Include Additional Notes and Certificate of Completion and Compliance Information”. This will provide a space for you to add comments or relevant information for the inspection or completion card submittal. If you do not wish to add any comments, click “Finish” to submit your inspection request.



Schedule/Request an Inspection

Confirm Your Selection

Please confirm the details below and click the Finish button to schedule the inspection or Submit your Certificate of Completion and Compliance. NOTE: if you have exceptions to your Certificate of Completion and Compliance submittal, click on Include Additional Notes or Information below and enter the exceptions. Please confirm the details below and click the Finish button to schedule the inspection.

Inspection Type: Rough
Date and Time: TBD
Location: 4124 TALON LN
APT
INDIANAPOLIS IN 46234

[Include Additional Notes and Certificate of Completion and Compliance Information](#)

Finish [Back](#) [Cancel](#)



8. You will now see the inspection you scheduled appear under the “Inspections/Completion Cards” section for your permit. Your confirmation number will be the seven-digit number in parentheses next to the inspection.

▼ Inspections/Completion Cards

Online Inspection Scheduling
Licensed contractors with a registered User ID and password for the Citizen Access Portal may schedule Electrical, Heating & Cooling and Plumbing permit inspections online. Inspections may also be scheduled by calling the automated system at (317) 327-5525. Accelerated options are available for most inspections with the exception of the Final Inspection. All Accelerated inspections must be scheduled by contacting the Dept. of Code Enforcement by calling (317) 327-5525 and pressing 0 to speak to a representative.

Submit an Electronic Certificate of Completion & Compliance
A Certificate of Completion and Compliance may be submitted online for Structural, Electrical, Heating & Cooling & Plumbing permits by the Licensed Professional associated with a permit. You must have a user ID and Password associated with your Contractor License in order to submit this certificate electronically.

Upcoming (1)
Schedule/Request an Inspection or Submit a Completion Card

07/10/2015 at 11:38 AM Scheduled Rough (3322746) Inspector: Zone 1 Commercial 1	Actions ▼
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Completed
There are no completed inspections on this record.